



**Minutes of Committee Meeting**  
**Thursday 5<sup>th</sup> Nov 2020 - 19:00 to 22:00**  
**Online via Teams due to Covid 19**

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| Present:               | Ronnie Paton (RP) (c), Chris Mann (CM), Mick Redpath (MR), Stephen Winn (SW), Kirsty Lawrence (KL), Sean Storey (SS), Susanne Hitchinson (SH), Steve Tulloch (ST), Jason Cooper (JC) |
| Apologies for Absence: | Alan Kinghorn (AK), Tiger Taylor (TT),   |

| No        | Item   | Action required |
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| <b>1.</b> | <p><b>Minutes of last meeting</b></p> <p>accepted as an accurate record and approved<br/> Proposed by: MR<br/> Seconded by: ST</p>   |                 |
| <b>2</b>  | <p><b>Actions List</b></p> <p>MR went over the actions log and the below were updated</p> <p><u>Storage Container</u><br/> Container not installed and procedure not yet completed. MR to speak with TT on getting this completed.</p> <p><u>Trustee DBS checks</u><br/> Agreed that this would be completed by Jan 2021.</p> <p><u>Anti-Bullying Policy</u><br/> TT not provided document, MR to speak with TT to get update on when document will be ready for approval.</p> <p><u>Merchandise</u><br/> All present agreed with the feedback MR provided on Slack on the items. TT to provide update when it will be available.</p> <p><u>Driver Assessments</u><br/> SW stated that this and rider assessments were put on hold following the recent COVID guidance. This also stopped the shadow shifts.</p> |                 |

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|                 | <p><u>Social Media Policy</u><br/>KL stated that she has made progress on updating but not ready to go for approval.</p> <p><u>Insurance Policy</u><br/>JC confirmed that the min age was 25 with no upper age limit, and stated that the licence checks are required to be completed yearly as this was a insurance requirement.</p> <p><u>EGM Minutes</u><br/>RP stated that he had spoken to the EGM leads to confirm the status of the minutes, and he would speak to them again before the Dec meeting with them being presented at the Dec group meeting for approval.</p> <p><u>Facebook Donate</u><br/>KL stated that Facebook does not recognise NBB as a charity. KL still working to resolve.</p> <p>See confidential minutes for other updates</p>  |  |
| <p><b>3</b></p> | <p><b>Committee Updates.</b></p> <p><u>Treasurer</u><br/>ST provided the following updates</p> <ul style="list-style-type: none"> <li>• The account balances are<br/>Payments in £34,639<br/>Payments out £22,274<br/>HSBC £204,307<br/>Virgin £62,365</li> <li>• Had paid invoice for the new RT.</li> <li>• Paid invoice to Ribchesters for work completed so far</li> <li>• Completing work to increase the daily spending limits</li> <li>• Having difficulty changing the signatories on the virgin accounts</li> <li>• Would like to minute his Thanks to Doreen for all the work she is doing.</li> <li>• He is querying a Paypal grant of £687</li> </ul> <p>RP stated that he wanted to thank Ribchesters for all the work that they are conducting some of which FOC.</p> <p><u>Membership</u><br/>SH provided the following updates</p> <ul style="list-style-type: none"> <li>• Sent out emails to volunteers that sent in when membership was not open and had a good response.</li> <li>• Stated that there were 13 volunteers interested in the new membership mentor role. Asking how best to allocate the new volunteers to each mentor. RP stated that he would speak to SH outside meeting on the process.</li> <li>• Stated that the initial data audit of member details was complete and that she would be speaking to a limited number of members per month to ensure the data was up to date</li> <li>• Advised that the membership survey was due out asking what questions to add.</li> </ul> |  |

- Asked about setting up of a WhatsApp group for communications to volunteers. A discussion then took place on the requirements of managing and maintaining the group and GDPR.

#### Fleet

JC provided the following updates

- All vehicles were available, with all MOT and servicing up to date.
- Liaising with the insurance company to add the new RT to the policy
- Speaking with Tyne Tunnel to gain exemptions for all cars less BoB car
- Advised that BDS will still be available during the 2<sup>nd</sup> lockdown
- Update on the progress of the new RT
- Advised that he purchased a screen extender for the F800 after volunteers concerns. If satisfactory will purchase a 2<sup>nd</sup> for the other F800

KL asked about the status of the Major of Morpeth bike, JC replied that this was the FJR and had no update from NABB but will get an update.

KL then asked about the ICO invoice. JC stated that it had been paid.

#### Hospital Liaison

SS provided the following updates

- Advised that there were no changes to the Covid runs during the lockdown
- Advised that the trusts were all happy about the work we were doing, and no issues had been reported

KL asked if there would be a need to do key worker letters, it was agreed that these would not be needed.

JC asked about getting more NSEC cards, SS will enquire and provide JC an update.

#### Rota Manager

CM provided the following updates

- Vocare are taking the calls for us again.
- There had been 3 new riders added to the Rota, but 2 have had to be delayed due to Covid as unable to provide the shadow
- Liaising with AJ and BB about getting more riders jackets ordered
- Stated that there was a potential issue with the NEAS keys as running short. SS stated that we needed to make sure that the register of the keys was up to date and that we should be getting the keys back from those that don't need them
- Advised that the BoB run might be changing as GNAAS will be operating a MERIT car from Langwathby.

#### Vice-Chair

MR provided the following updates

- Requested that the updated Complaints procedure to be read with a view to approval.

- Advised that he has added a due date to the Action log

### Publicity

KL provided the following updates

- Advised that the Great North Children's hospital has sent formal request not to conduct the Santa run. They asked instead for a 30 second video instead and asked for ideas.
- Advised that Beeline navigation were setting up a Black Friday deal and setting up a donate page for us. They would like us to provide some stories to go along with the marketing
- Advised that the Xmas card competition winner has been selected and updates will be going out to the winners
- JW had conducted an online talk which was well received and looking at doing more
- Advised that the canny crafters had donated £1900 to us
- Advised that Pirate Escape room had donated £1,000 to us
- Working on updating milestones on Facebook

### Training

SW provided the following updates

- Advised that there are currently 5 riders and 56 drivers' overdue assessments.
- Conducted an online induction with 19 new volunteers which included the vehicle workshop.  
RP asked if he could get a copy of the presentation.
- Asked a question on the 3-year advanced qualification. RP stated that it is a NABB standard that every member needs to have passed the advanced qualification within the last 3 years on the initial with our internal one covering this requirement. A discussion then took place on the requirements of the RoSPA and IAM member status.

JC asked if there was anything on the use of Blue Lights on the induction. SW replied that there was but will make it more prominent.

### ICT

RP provided the following updates on behalf of AK

- Document security: considering the work required to update the current site to Durpal 8/9
- Updated the Privacy statement
- Fixed issue with policy reminder emails
- Discussing the best solution with Kualo to change the email limits
- Working with NABB on the contactless POD using a barcode scanner
- Forum plugin has been removed from site
- Reported another issue with BTinternet email address which Kualo resolved
- The last website security update created an issue with the autocomplete field which has been resolved
- Requested how to top-up equals or acquire alternative to pay for VL bills. RP asked ST to speak with AK.
- Looking into an alternative menu system for website to resolve mobile issue

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|          | <ul style="list-style-type: none"> <li>Looking at an IT security policy to ensure all account information is logged in central location</li> <li>Looking to recruit IT assistants</li> <li>The replacement insurance declaration form and admin requires feedback</li> </ul> <p><u>Chair</u><br/>RP provided the following updates</p> <ul style="list-style-type: none"> <li>Confirmed that we now have a paid for Zoom account</li> </ul>  |  |
| <b>4</b> | <p><b>Complaints</b></p> <p>See Confidential Addendum</p>  |  |
| <b>5</b> | <p><b>Major Events</b></p> <p><u>Dec Open Meeting</u><br/>It was agreed that the open meeting would be on the 17<sup>th</sup> Dec</p> <p>RP asked that any bullet points for the slides to be sent to him by the next committee meeting<br/>KL asked if we should contact the patrons to see if would like to pass on a message. RP to contact them to ask.</p>  |  |
| <b>6</b> | <p><b>Secretary Role</b></p> <p>MR stated that there had been 2 nominations for the role and that an interview panel consisting of MR, KL &amp; RP will be conducting interviews next week (W/C 9<sup>th</sup> Nov).</p>   |  |
|          | <p><b>AOB</b></p> <p>JC asked what the email limits were. RP replied stating that the limit is 600 emails per hour</p> <p>JC stated that he had a request from North Shields that the bike is parked behind the car and not on the walkway, he will update the riders</p> <p>CM stated that AJ (uniform) is planning to meet 3 new volunteers to issue uniform. SS advised that under current restrictions this should not happen. All agreed this should be the course of action.</p> <p>JC asked that if the car assessments were not happening could a bike not be used to complete the shadow. After a short discussion this was not agreed.</p> <p>MR asked about a representative at NABB meetings. RP replied that normally at the NABB meeting was attended to by group Chairs and/or Vice-chair.</p> <p>KL advised that the Santa bus would not go ahead this year, but Stagecoach were doing something for us.</p> |  |

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|  | <b>Date and Time of Next Meeting</b><br>Thursday 10 <sup>th</sup> Dec 2020 at 18:00 |
|  | <b>Meeting closed at 22:01</b>  |

Chair / Vice Chair ..... Print Name: .....

Date:.....